



Montgomery County Council

For Immediate Release

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COUNTY COUNCIL ESTABLISHES COMMISSION TO HEAR CABLE COMPANY COMPLAINTS

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The Montgomery County Council has established a commission to adjudicate consumer complaints about cable services.

The Cable Compliance Commission will consist of five members who will hear complaints from subscribers. The commission will be able to hear complaints ranging from customer service issues to problems with products and services.

"This is a tremendous, positive step forward for cable consumers in Montgomery County," said Councilmember Marilyn Praisner, one of the sponsors of the legislation.

Subscribers will be required to first take their complaints to the county's Office of Cable Administration. Complaints not resolved at that level can be taken before the commission.

The commission will be able to authorize refunds to subscribers as well as levy fines and order cable companies to pay up to \$1000 in damages to complainants. The commission may choose to hear a case itself or may appoint a hearing examiner. It could also appoint a mediator if both parties agreed.

The legislation takes effect early in 2003.

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